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Facsimile Transmittal

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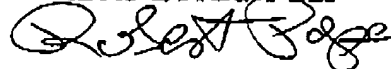
Re: Eric Owhadi, et al.
(Assigned to Hewlett-Packard Development Company, L.P.)
U. S. Patent Application No.: 10/652,892
"Technical Support Systems and Methods for Use in Providing Technical Support"
Our Ref: B-5223 621219-2/RPB

It will be appreciated if you will inform us as to the status of the above-identified U.S. patent application. This inquiry is being initiated on the basis of the fact that the subject application was filed on August 29, 2003, and an official action dealing substantively with this application has not been received. Therefore, please inform us as to when we may expect to receive an official action for the above-identified application.

Thank you for your assistance with this matter.

Very truly yours,

LADAS & PARRY LLP



Robert Popa

RP/emh

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